

From: Cherry, Brian K  
Sent: 1/18/2013 11:54:40 AM  
To: Michel Florio (mike.florio@cpuc.ca.gov)  
Cc:  
Bcc:  
Subject: Fwd: New Data Center is a Game Changer for PG&E

FYI.

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Begin forwarded message:

**From:** "A Message from Karen Austin" <[AMessagefromKarenAu@pge.com](mailto:AMessagefromKarenAu@pge.com)>  
**To:** "All PG&E Mail Recipients" <[ALLPG&E@exchange.pge.com](mailto:ALLPG&E@exchange.pge.com)>, "All PGE Corp Employees" <[AllPGECorpEmployees@exchange.pge.com](mailto:AllPGECorpEmployees@exchange.pge.com)>  
**Subject:** **New Data Center is a Game Changer for PG&E**

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PG&E team,

I'm always happy to have an opportunity to let you know how information technology is helping us perform our jobs more effectively and efficiently. From iPhones to increased email storage and super-powered WiFi, we made a lot of great IT improvements that helped us work smarter in 2012. But the improvement I'm sharing with you today really moves this entire company forward and helps us gain substantial ground as the leading utility in the country.

At a ribbon-cutting event yesterday, we unveiled our brand-new data center, located just outside of Sacramento. This new 12,000-square-foot facility will provide the backbone for PG&E's information technology systems—from storing customer information and readings from SmartMeters™ to housing the software we use to purchase energy and respond to customer requests.

When I started my IT career straight out of college, all new hires spent a week working the midnight shift at the data center. Let me tell you, our new data center is a far cry from what I experienced 30 years ago. I remember an incredibly cold room with endless rows of mainframes and tapes to store data. The noise was deafening as mounds of paper reports were constantly spilling out of printers. A flicker caused by a power interruption would bring the entire system offline for hours and sometimes days. Now, I enjoy a pleasant ambient-temperature stroll through our new data center, with each server encased in its own independent cooling system, safe in the knowledge that our crucial data will not fall victim to a power surge or forest creatures chewing on the wires.

In fact, this new data center is so vital that we created a back-up “mirror” site at a separate data center located in Fairfield. This means that if one data center fails—for whatever reason—the other will pick up the slack almost immediately.

So why does this matter to you? I’m pleased to report that we will all benefit from this IT improvement. Specifically, you will see:

- Less disruption – With this new data center, we will reduce downtime when the IT team needs to bring new applications or systems on board, or provide updates and patches to existing applications and systems.
- Minimal impact in case of disaster – With our enhanced disaster-recovery capabilities, IT systems across the company will experience minimal impact in the event of a major disruption to one of the data centers.
- Lower costs – The new data center will help us drive down the cost of IT projects for all lines of business.
- Better work-life balance – You will see faster responses from the IT systems that you use, allowing you to finish your work more quickly and get out the door on time.

But most importantly, this data center will help us deliver safer, more reliable and affordable service to our customers. We will improve our safety record by preparing for the unexpected, from natural disasters to cyberthreats. We will increase stability and decrease frequency of outages for our customers, and we will lower the costs required to implement technology services across the business.

As I’m sure you’re all aware, the demands and expectations of our business are higher than at any time in our history. With this data center, we take a huge step forward to meeting and exceeding these expectations.

To read more about the data center and Thursday's ribbon-cutting event, check out the Currents story here <<http://www.pgecurrents.com/2013/01/17/pges-new-data-center-improving-customer-service-safeguarding-critical-information/>>. And wherever you are in PG&E's service territory, please join me in raising your coffee mug to a safer, stronger and smarter PG&E.

Karen

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Chief Information Officer Karen Austin, President Chris Johns, City Mayor Linda Budge, Vice President of IT Operations Valerie Bell and IT Director Alex Victor at the ribbon-cutting ceremony for PG&E's new data center.